

ISO 9000 Overview 110

You are going to write a **short report** that provides an overview of ISO 9000. **Your audience is a small business owner** who has never heard of ISO 9000 but is interested in improving the quality of his/her product. It would be helpful if you know someone to keep in mind as your audience.

1. Write an **introductory paragraph** that explains what ISO 9000 is, and why a company would want to use it. Be sure to use your own words and try to apply the concepts to a specific business.
2. Then write **several paragraphs** that explain the steps a company would have to go through to become ISO 9000 registered. Use the vocabulary list at the beginning of the class to help you, and underline any that you use in your report.
3. In a **final paragraph**, explain how important continuous improvement is to business success. Give specific examples that would apply to your audience, and be sure to make the connection between continuous improvement and ISO 9000.

Writing tips

A **report** is a standard type of writing used in industry that provides factual information to inform the reader.

When you write a report, you must consider the **audience** who will read your report. What details will they need explained in order to understand the information?

Clear, logical organization helps your audience as well. Use **transition words** like *next, then, when, after, before, also*. Repeat important terms throughout the report to make connections clear.

Also make sure that **each sentence is complete and clear** on its own. If a sentence is confusing, the whole report may not make sense to your reader.

Read your report **out loud** when you are done to help you check for errors or confusing structures.



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